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Electronic Patent Application Submission

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EFS ID: 57322
Application ID: 10735470
Title of Invention: METHOD AND APPARATUS FOR
PROVIDING INTEGRATED
CUSTOMER CARE AND WORK-
FLOW MANAGEMENT
First Named Inventor: Anand Kumar
Domestic/Foreign Application: Domestic Application
Filing Date: 2003-12-12
Effective Receipt Date: 2004-03-17
Submission Type: Information Disclosure Statement
Filing Type:
Confirmation number: 4313
Attorney Docket Number: 717841.4



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Digital Certificate Holder: cn=Mark E. Stallion,ou=Registered Attorneys,ou=Patent and Trademark Office,ou=Department of Commerce,o=U.S. Government,c=US
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TRANSMITTAL

Electronic Version v1.1
Stylesheet Version v1.1.0

Title of Invention	METHOD AND APPARATUS FOR PROVIDING INTEGRATED CUSTOMER CARE AND WORK-FLOW MANAGEMENT	
Application Number:	10/735470	
Date:	2003-12-12	
First Named Applicant:	Anand Kumar	
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Submitted by:	Elec. Sign.	Sign. Capacity
Mark E. Stallion Registered Number: 46,132	/Mark E. Stallion/	Attorney

Documents being submitted	Files
us-ids	nisc4.2-usidst.xml
	us-ids.dtd
	us-ids.xsl

Comments



ELECTRONIC INFORMATION DISCLOSURE STATEMENT

Electronic Version v18
Stylesheet Version v18.0

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Application Number: 10/735470



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Search string: (6337901 or 6182054 or 6515968 or 6298352
or 6128624 or 6324516 or 5878400 or 6249905
or 6563518 or 6031904 or 20020138828 or
20030033167 or 20020168055 or 20020049615
or 20030059845 or 20020087341 or
20030090514).pn.

US Patent Documents

Note: Applicant is not required to submit a paper copy of cited US Patent Documents

init	Cite.No.	Patent No.	Date	Patentee	Kind	Class	Subclass
J.P.	1	6337901	2002-01-08	Rome, et al.			
	2	6182054	2001-01-30	Dickinson, et al.			
	3	6515968	2003-02-04	Combar, et al.			
	4	6298352	2001-10-02	Kannan, et al.			
	5	6128624	2000-10-03	Papierniak, et al.			
	6	6324516	2001-11-27	Shults, et al.			
	7	5878400	1999-03-02	Carter, III			
	8	6249905	2001-06-19	Yoshida, et al.			
V	9	6563518	2003-05-13	Gipalo			
J.P.	10	6031904	2000-02-29	An, et al.			

US Published Applications

Note: Applicant is not required to submit a paper copy of cited US Published Applications

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Init	Cite.No.	Pub. No.	Date	Applicant	Kind	Class	Subclass
J.P.	1	20020138828	2002-09-26	Robohm, et al.			
	2	20030033167	2003-02-13	Arroyo, et al.			
	3	20020168055	2002-11-14	Crockett, et al.			
	4	20020049615	2002-04-25	Huber			
	5	20030059845	2003-04-10	DeWitt, et al.			
V	6	20020087341	2002-07-04	Kappel, et al.			
J.P.	7	20030090514	2003-05-15	Cole, et al.			

Signature

Examiner Name	Date
/John Preston/	11/24/2009